

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SPECIALIST II –
Victim Services Programs

SALARY GROUP: B18

DEPARTMENT: Victim Services Division

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Angie McCown DATE: 7/08/2015

POSITION #: 043077

I. JOB SUMMARY

Performs moderately complex consultative services and technical assistance work. Work involves planning, developing, and implementing an agency program; providing consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public; and training others. Works under general supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Assists in planning, developing, and implementing agency services provided to crime victims; assists in developing program policies and procedures; recommends and coordinates activities to produce a more effective program; and ensures compliance with agency policies and procedures and laws, regulations, and legislative mandates.
 - B. Assists program staff in determining trends and resolving technical problems; prepares and assists in the preparation of operational manuals and training and educational materials; and provides training in the program area.
 - C. Studies and analyzes operations and problems and prepares reports of findings and recommendations; initiates new services; and prepares and reviews administrative reports, budget and grant requests, correspondence, and other documents.
 - D. Establishes and maintains liaison between victim services and other departments, officials, agencies, organizations, and the public.
 - E. Performs criminal information searches and retrieval using Texas Department of Public Safety criminal history system access.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Criminal Justice, a Behavioral Science, or a related field preferred. Each year of experience as described below in excess of the required five years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Five years full-time, wage-earning program administration, public administration, criminal justice, or victim services experience.
3. Victim services experience preferred.
4. Technical writing experience preferred.
5. Experience in writing or administering governmental grants preferred.

Must have or be able to obtain a certificate of course completion for the Texas Law Enforcement Telecommunications System (TLETS) policy and procedures training from the Texas Department of Public Safety within six months of employment date.

Must meet and maintain TLETS access eligibility for continued employment in position.
For details see: <http://www.tdcj.texas.gov/divisions/hr/hr-home/tletseligibility.html>

B. Knowledge and Skills

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Knowledge of grant reporting procedures preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

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Page 3 of 3

7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in administrative problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to review technical data and prepare technical reports.
11. Skill to develop and evaluate administrative policies and procedures.
12. Skill in public address.
13. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
14. Skill to train others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.